

Lynda.com Total Videos Viewed Louisville Free Public Library



KPI Owner: Julie Scoskie

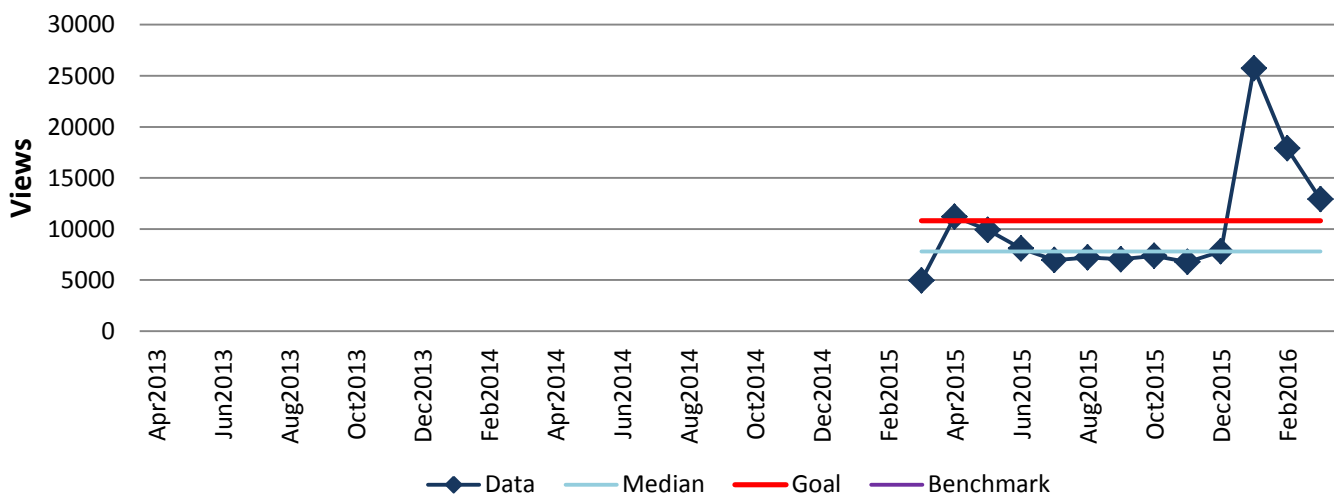
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: 123,612 Videos Mar2015-Feb2016 (monthly median times 12)</p> <p>Goal: 129,793 = Baseline + 5% by end of FY 2015-16.</p> <p>Benchmark: TBD</p>	<p>Data Source: Lynda.com Monthly Report</p> <p>Goal Source: TBD</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 1: Define the problem</p> <p>Measurement Method: Count of all videos viewed on Lynda in the previous month. (Total Views)</p> <p>Why Measure: To quantify benefit from Lynda.com</p> <p>Next Improvement Step: Renew for 2016 and continue to promote.</p>

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
129,793	116,029		10,816	12,925	
Views	Views		Views	Views	

Lynda.com Total Videos Viewed



Root cause analysis is not necessary because there is no gap between the goal and current performance.